

Rashtrasant Tukadoji Maharaj Nagpur University,
Post Graduate Teaching Department of Law
Organized a National Webinar
on
“ CONSUMER PROTECTION ACT 2019 – RECENT AMENDMENTS”



The poster is for a national webinar organized by the Post Graduate Teaching Department of Law at Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur. It features a central image of Dr. Ajay Sonawane, the resource person, and two smaller images of the co-conveners, Mrs. Padma Chobe and Dr. Payal Tharey. The text is arranged in a clear, hierarchical manner, starting with the university name and department, followed by the webinar title, the resource person, and the conveners. The date, time, and platform are listed in a box. At the bottom, there is a registration link, a note about no registration fee, and a statement about the issuance of an e-certificate.

 **Post Graduate Teaching Department of Law,**
Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

Organizes
National Webinar
on
“Consumer Protection Act 2019 – Recent Amendments”

 **Resource Person**
DR. AJAY SONAWANE
Assistant Professor,
Department of Law,
University of Delhi.

Date : 16/03/2022 Day : Wednesday Time : 11:00 am
Platform : Cisco- Webex

Co-Convenor

Mrs. Padma Chobe
Assistant Professor,
PGTD of Law, RTMNU

Convenor

Dr. Payal Tharey
Head & Assistant Professor,
PGTD of Law, RTMNU

Registration Link
https://docs.google.com/forms/d/e/1FAIpQLSdoAqH7mSYHNDAXNloy-GIMhUo20gS6ydUH7Nbu_4v5zez42w/viewform?usp=sf_link

No Registration Fee
E-Certificate will be issued to all the attendees after filling the feedback form.

RTMNU LINK:- [https://docs.google.com/forms/d/e/1FAIpQLSdoAqH7mSYHNDAXNloy-GIMhUo20gS6ydUH7Nbu_4v5zez42w/viewform?usp=sf link](https://docs.google.com/forms/d/e/1FAIpQLSdoAqH7mSYHNDAXNloy-GIMhUo20gS6ydUH7Nbu_4v5zez42w/viewform?usp=sf_link)

BRIEF REPORT OF WEBINAR
“CONSUMER PROTECTION ACT 2019 – RECENT AMENDMENTS”

On 16th MARCH 2022 at 11:00 AM

Cisco WebEx:

<https://rtmnunagpur.webex.com/rtmnunagpur/j.php?MTID=m85ae4bf34b18f72bb1a787f091837ebd>

Webinar on the topic “ **CONSUMER PROTECTION ACT 2019 – RECENT AMENDMENTS**” was organized by the Post Graduate Teaching Department of Law, Rashtrasant Tukdoji Maharaj Nagpur University, Nagpur under the supervision of Mrs Padma Chobe, Assistant Professor , PGTD of Law, RTMNU and Dr. Payal Thaorey, HOD & Assistant Professor PGTD of Law, RTMNU and the resource person for the webinar was Hon'ble Dr. Ajay Sonawane ,Assistant Professor , Department of Law , University of Delhi on 16th March 2022 at 11: A.M at PGTD of Law Through Cisco WebEx.

In the beginning of the webinar Mrs. Padma Chobe, Assistant Professor of PGTD of LAW, RTMNU and Dr, Payal Thaorey, Head and Assistant Professor, PGTD of Law RTMNU welcomed the Hon'ble Resource Person Dr, Ajay Sonawane and all the participants.

Dr, Ajay Sonawane have shared his experience and knowledge on the topic of this Webinar i.e. **ONSUMER PROTECTION ACT 2019 – RECENT AMENDMENTS** The brief outline of his session are as follows:

- 1) Webinar started with Mahatma Gandhi's quote, “ A Customer is the most important visitor on your premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business . We are not doing any favour in serving him He is doing us a favour by giving us an opportunity.”

In 1985, the United Nations passed a resolution indicating certain guidelines under which state can make laws for better protection of the interests of the consumer , the aim was to provide, protect , preserving and enforcing and giving speedy remedy to the consumers

rights. Dr.. Ajay Sonawane emphasized on Basic rights of consumer which were right to safety, right to be informed, right to choose, right to be heard, right to seek redressal, right to consumer education also the Loopholes in the said act were stated by the Eminent Speaker which were, the advancement in technology and changing nature of state, no provision for e-commerce, no jurisdiction to lodge a complaint where buyer resides, no independent regulator, also there was no provision related to Alternative Dispute Resolution.

- 2) Hon'ble Speaker Dr.. Ajay Sonawane then highlighted on Journey of Consumer Protection act 2019, the consumer protection bill was introduced in Lok Sabha by the Minister of Consumer Affairs, Food and Public Distribution by Mr. Ram Vilas Paswan on July 8, 2019, this bill replaces the Consumer Protection Act, 1986, having aim for protecting the interests of the consumers particularly those grievances arising in post sale of goods and services and to provide a simple and quick solution to consumers for their grievances against any deficiency in services or defects in goods, Salient features of the act are inclusion of e-commerce, establishment of Central Consumer protection, Strict norms for misleading advertisement, strict norms for product liability, Consumer redressal commission and jurisdiction, unfair trade practice: unfair contract and alternate dispute resolution through mediation.
- 3) Lastly Dr.. Ajay Sonawane inferred by asserting that dynamic steps towards changing nature of state and advancement of science and technology shall save times, money and energy and best hope for speedy justice delivery system also there is need for more awareness campaigns and programme for inculcating about basic rights of consumers and better implementation is necessary for better protection of consumers as desired in the preamble of the act.

After the informative session a Q & A session was conducted, some of the interesting questions addressed by Dr. Ajay Sonwane are as follows:

- 1) If a seller is charging more than the maximum retail price then whether the consumer is left with any remedy?
 - ♣ Firstly the consumer has a right to deny and can also report to concerned authorities they would take action, also complaints can be lodged online.

2) Difference between Forum and Commission

♣ Dr Ajay Sonawane affirmed that the term Forum was used earlier in Consumer Protection Act 1986, now only the Nomi culture is changed the terminology has been renamed as Commission, but the powers , functions, duties are same.

After these enlightening answers the webinar was concluded with a vote of thanks given by Mr. Shoaib Sheikh , student , PGTD of law, RTMNU.

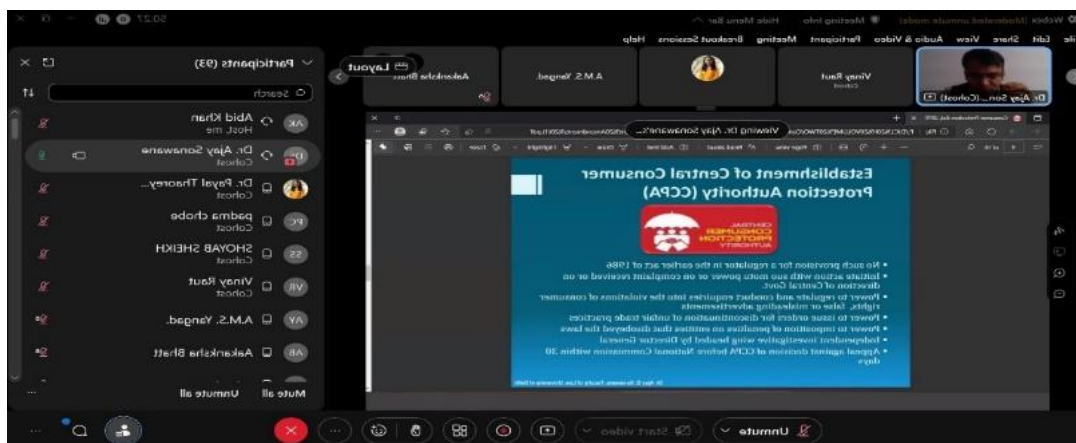
LIST OF PARTICIPANTS

SR. NO.	NAME OF STUDENTS
1.	Priyanka Akare
2.	Preeti Motghare
3.	Chinmay Singewar
4.	Shreyash Bhardwaj
5.	Pratik Dhatrak
6.	Mayank Sah
7.	Pallavi Purushottam Chaudhari
8.	Shruti R. Waghade
9.	Nareshchandra Bakaram Khandate
10.	KAJAL RAJESH BHAGAT
11.	Bhumika Suresh Sehgal
12.	Kiran Santprasad Verma
13.	DEEPAK ABHIMANYU RAUT
14.	Ashwini A. Tamgadge
15.	Bhushan H. Naik
16.	Ragini Swami
17.	KUMAR AKASHANAND
18.	Shruti Vijay Vaghela
19.	Vishnu Venugopal kaimal
20.	Sanjivani Marathe

21.	Vidhi V. Bharne
22.	Vinay vasantrao vaidya
23.	Manohar Jaganrao Gajbhiye
24.	Dushyant Kisanrao Choudhari
25.	Megha Arun kusram
26.	Sumedh S. Ambade
27.	Ojas A Kamthikar
28.	Srushti Dilip Changole
29.	Sagar Fating
30.	Virendra Mandaokar
31.	Prachi Gupta
32.	Sagar Kumar shahare
33.	Ram Prabhakar Aurangabadkar
34.	SHOYAB SHEIKH
35.	Ayushi Madhusudan kose
36.	kapil sharadrao barsagade
37.	Moni Vijay Bhaisare
38.	PREETI VINOD SIRIYA
39.	Pratibha Laxmanprasad Gupta
40.	Syeda Aqsa Ahmad
41.	Deepa Nair
42.	Netra Dawda
43.	Thuptan chhokit negi
44.	Akshay Naresh Darunde
45.	Gopal Sanjay Bhajbhuje
46.	Nilesh wakhore
47.	Kulin Bajpai
48.	Pranita Ravindra Chavan
49.	Nishant Jagre
50.	Aniket Vitthal Rathod

51.	Anandkumar Baijinath Raut
52.	Mrunalini Milan Gajbhiye
53.	Ujjwal V. Wasnik
54.	SHIVANI KHANDATE
55.	Imran Saifi
56.	Madhuri Kharat
57.	Priya Panjwani
58.	Rajiv Shriram Ghirnikar
59.	VINAY ABHIMANYU RAUT
60.	Santosh Tiwari
61.	Raj Kumar Shrivastav
62.	ANUPAMA M FALKE
63.	Akshay Nishikant Mehetre
64.	Roma Bhagwan Khandwani
65.	Priyanka Bansod
66.	Akash Pawar
67.	Priyanka Sunil Bansod
68.	Tarun Verma
69.	Abdud Darrar Hafiz Sheikh
70.	Deveshri G. Tembhare
71.	Praneet Dipankar Mandpe
72.	SUNIL DHADWAD
73.	RUDRAKSHI M. MENDHE
74.	Niyati Tiwari

Glimpse of the National Webinar



Co-convener

Padma Chobe